

Updated March 2003



# SCCPOC Employee Handbook



## **FROM THE DIRECTOR'S OFFICE**

Welcome to the South Central Civilian Personnel Operations Center (SC CPOC). It is a pleasure to have you on our team.

The primary purpose of the SC CPOC is to provide personnel management services to our customers. We strive to provide quality and responsive products and services to our customers to assist them in achieving the Army's mission. Our objective is to exceed our customers' expectations through efficient operations; timely communications; and professional guidance and assistance.

You are an integral part of this process. Your knowledge, skills, and abilities are important tools in our team concept. With your commitment to teamwork, service, and partnership with our external customers, the SC CPOC will attain its goal of exceptional customer service.

Our ultimate success is derived from working together to provide service to our customers. Remember, our customers are not an interruption of our work--they are the purpose of it.

//signed//

David B. Brooks  
Director

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## SC CPOC VISION

The South Central Civilian Personnel Operations Center will be: “The Human Resources provider of choice - professionals committed to the Army’s mission.”

## SC CPOC VALUES

### Customer Focus

- We are accountable to our customers and are committed to their satisfaction (customer is anyone entitled to a service from you; we are not guaranteeing customer satisfaction; committed to doing our share; two-way street; supports the vision)
- Our customers can depend on us to deliver quality products and services (understanding what customer needs and meeting that need; honesty in relationships)

### Integrity

- We are honest, courageous and loyal in all of our actions
- We take responsibility for our actions and inactions, and are accountable for them
- We honor the trust placed in us
- We take pride in our work

### Respect:

- We are considerate, courteous and responsive
- We understand the needs of others, respect their privacy, and are attentive to the whole person
- We respect and protect all facilities, equipment, processes, laws and regulations

### Value People:

- We recognize that the people who work here are our greatest strength
- We respect differences, express appreciation
- We are attentive to the individual
- We work hard and play hard (use humor)

### Excellence (quality):

- We are committed to providing timely, accurate products and services that meet or exceed our customers’ requirements
- We strive for continuous improvement and innovation
- We base decisions on fact, promote consistency and uphold agency standards, measures, business practices, and principles
- We develop competence through continual learning and information sharing

Teamwork:

- We are one Human Resources community working for the good of all our customers
- We help, teach, share, and collaborate with co-workers within our branches, within our division, across divisions, and with our external customers

## INTRODUCTION

Between 1996 and 1999 the Department of the Army replaced full service Civilian Personnel Offices (CPOs) at each Army installation with a Civilian Personnel Advisory Center (CPAC) at each installation and ten regional Civilian Personnel Operations Centers (CPOCs). Seven CPOCs were located within the continental United States (CONUS) and three were overseas. The Civilian Personnel Operations Center Management Agency (CPOCMA) at Aberdeen Proving Ground, MD, was established to manage and coordinate the activities of the CONUS CPOCs. The South Central Civilian Personnel Operations Center (SC CPOC), which reached full operating capability in September 1998, is one of the CONUS regional personnel operations centers.

This major restructuring in Army civilian personnel services was undertaken as a result of a Department of Defense initiative to redesign and modernize its civilian personnel delivery systems. The division of functions between CPOCs and CPACs is designed to achieve economies of scale through standardized business processes and state-of-the-art automation tools. By September 2000, the Army had achieved a ratio of one employee providing personnel services to every 78 customers, with a goal of 1:88 by FY 01.

Evaluation of the regional concept resulted in a decision during 2001 to reduce the number of CONUS CPOCs from seven to five. The subsequent realignment of CPACs to CPOCs caused a significant change in the installations that receive regional civilian personnel services from the South Central CPOC. The South Central CPOC currently provides civilian personnel operations support to Redstone Arsenal, Anniston Army Depot, Fort Rucker and Mobile Engineer District in Alabama; Fort Benning, Fort Gordon, Fort McPherson, Fort Stewart and the Savannah Engineer District in Georgia; the Jacksonville Engineer District in Florida; Fort Jackson and the Charleston Engineer District in South Carolina; Fort Bragg and the Wilmington Engineer District in North Carolina; Fort Eustis, Fort Monroe and Fort Lee in Virginia; and Fort Polk in Louisiana.

CPOC services include announcing and filling job vacancies, position classification, human resources development, automation management, personnel actions processing, and maintenance of official personnel folders.

See website <http://www.cpms.osd.mil/regmod/> for information on regionalization.

## **PREFACE**

This handbook contains important information for all SC CPOC employees. It is intended to serve as a general guide for policies relating to your job, but it does not provide complete information about every aspect of the subject. When changes occur, they will be sent to you via e-mail, bulletin board, mail, newsletter, general announcement or the supervisory chain.

Every effort has been made to ensure the information provided is accurate. Since the possibility of miscommunication always exists, confirm your understanding of the subject matter by referring to appropriate sources (e.g., your supervisor, administrative office and/or other offices, or web site (<http://www.cpol.army.mil>)). Place the cursor on Reference, then PERMISS (Personnel Management Information and Support System), then click and choose the topic of interest to you.



## **GENERAL INFORMATION**

### **Sparkman Center**

The Sparkman Center consists of eight office buildings numbered 5300 through 5309. Room numbers can be determined as follows: When looking for Room 2231, work station 22A041, remember that the first number (2) in the room number designates the building (in this case 5302), the second number (2) designates the second floor, and the last two numbers (31) designate the room number. In the work station number (22A041), the first number (2) designates the building number, the second number (2) designates the floor, the letter (A) designates the zone (zone boards are located by the elevator on each floor), and the last three numbers (041) designate the workstation.

One exception to the rule is building 5300, which was originally designated to be building 5305. So, the first number (5) in the room number designates building 5300. The same principle applies to finding the room, floor and workstation as in the aforementioned example.

### **Severe Weather**

The Emergency Operation Center will issue severe weather notices via the campus area network. During emergencies, such as severe weather or emergency evacuation of buildings, members of the Sparkman Management Office (SMO) wear orange-colored vests for easy identification.

When a tornado warning is issued for Madison County, all occupants will proceed immediately to assigned shelter areas. Personnel in buildings 5300, 5301, 5302, and 5308 will go to the basement of their building. Personnel in buildings 5303, 5304, 5307, and 5309 will take shelter in the first floor breakrooms, restrooms, conference rooms or corridors of their building. Do not remain above the first floor or in a room with windows. Only handicapped personnel should use the elevators. All others should use the stairs. The Emergency Operation Center will announce evacuation procedures for the Sparkman Center via the public address system.

If available, take battery powered radios to the shelter area. All personnel should stay away from glass doors and windows. Do not attempt to see what's going on outside. Updates will be provided via the public address system. Remain in shelter areas until an all-safe message is announced on the public address system. If severe weather is imminent, with no advance warning, get under your desk and cover your head.

If inclement weather causes Redstone Arsenal to close or delay its opening, tune in to any of the following stations for the most current information:

Radio: WAHR 99.1FM, WDRM 102FM, WEKR 1240AM, WEUP 1600AM, WGSV 1270AM, WJAB 90.9FM, WLRH 89.3FM, WRAB 1380AM, WRSA 97FM, WTKI 1450AM, WVNN 770AM, WWIC 1050AM, WZYP 104.3FM

Television: WAAY (CH. 31), WAFF (CH. 48), WHNT (CH. 19)

Two additional methods have been implemented to provide current information about delays and closures. Employees may call 955-8445 to hear a recorded announcement or they can log on to the Team Redstone Internet Site ([www.redstone.army.mil](http://www.redstone.army.mil)) and click on the button for weather alert information.

## **Fire Emergencies**

In the event of a fire-related emergency, the person discovering the condition should use the nearest pull station to sound the fire alarm, or dial 911 on the telephone. All personnel should evacuate the building promptly, using the nearest fire exit. In the Sparkman Center, the evacuation plan is located on the bulletin board in the first floor lobby of each building. The pull stations and evacuation routes for various parts of each building are posted near each stairwell. The predominant fire alarm system in the Sparkman Center is an audible alarm, which sounds loudly. Blinking lights are also used. Each division has an assigned Fire Warden who is responsible for disseminating information updates on fire emergency procedures.

Each work area needs to assure that all personnel evacuate the building during an alarm, including anyone who may have hearing, vision or mobility problems. Per the Sparkman Management Office, personnel with disabilities which make them unable to exit using the stairways should be placed in the breakrooms. The location of the disabled person should be reported to the fire fighting personnel as the building is evacuated. Fire fighting personnel will transport personnel with disabilities from the breakrooms to outside the building.

Personnel should regroup outside, at the farthest part of the parking lot, near the perimeter road (Sparkman Circle). Personnel should account for all co-workers, and report any unfound co-workers to uniformed fire fighters or Safety Management Office personnel (identified by orange vests). If an employee is in another Sparkman building when a fire alarm occurs, he/she should evacuate the building, and then go as quickly as possible to regroup with SC CPOC personnel.

A fire drill is held once a year in the Sparkman Center (and in all government buildings). Fire drills are unannounced, so they will in fact be a rehearsal for a potential emergency. For further information, contact the Sparkman Center Fire Marshall, building 5300, room 5150, phone 876-6511.

## **Lights-Out Policy**

Sparkman Center employees are responsible for ensuring all electrical equipment (e.g., computers, printers, copiers) is turned off prior to leaving work each day. Fax machines should remain on 24 hours a day. The last person leaving a work area in the evening should turn off all lights. Failure to follow this directive will result in the notification of the immediate supervisor for appropriate action. Random checks are made by the SMO and a quarterly report is submitted to the SC CPOC Director. This effort is in conjunction with the AMCOM Commanding General's energy conservation policy.

## **Sparkman Fitness Center**

The Sparkman Fitness Center is located in building 5302, room 2121. The Center is open Monday through Friday from 0500 to 1900 hours. From 0500-0600 hours and from 1600-1900 hours you must enter and exit through the north door of the fitness center. You will NOT be allowed to exit into the Sparkman Complex without a Team Redstone badge. If you are a Team Redstone badge holder, you can enter into the fitness center through the Sparkman Complex during the hours of 0600-1600.

The fitness center is closed on Federal Holidays and weekends. New member orientations are offered on Tuesdays and Thursdays at 1500 hours, and on Wednesdays at 1000 hours. Aerobic classes are offered on various days and times during the week. For more information, contact Gaylene Wilson at 313-6091/6096.

## **Convenience/Gift Shop**

The Sparkman Center Gift Shop is located in building 5302, room 2144. The hours of operation are 0730-1600, Monday through Friday. The shop stocks snack foods, greeting cards and gift items. The shop can be reached at 882-6160 or e-mail [wtucker@hiwaay.net](mailto:wtucker@hiwaay.net).

## **Service Center**

The Sparkman Service Center is located in building 5302. The hours of operation are 1100-1630, Monday through Friday. Some of the services provided include laundry, dry cleaning, alterations, shoe repair, barber shop, and Airborne Express.

## **Banking**

Automatic Teller Machines (ATMs) are located in building 5302. ATMs for Redstone Federal Credit Union and Region's Bank are in the walkway to the cafeteria near room 2134.

## **Dining Facilities**

Several dining facilities are available within the Sparkman Center. The main cafeteria is in building 5302, first floor; Doug's Deli snack bar is in building 5304, first floor; and kitchenettes, located on each floor, are equipped with a refrigerator, microwave, plus snack and drink machines.

## **Smoking Policy**

Smoking is permitted in authorized locations only. These include the area at the rear of building 5300 and the courtyard area between the buildings. Smoking is NOT authorized in locations such as work areas, restrooms, hallways, stairwells, and equipment rooms. Smoking in unauthorized areas is a potential fire and safety hazard. SC CPOC supervisors and employees are requested to assist in the management of this important program.

Our Flextime Policy provides that smokers may choose to take up to three five-minute breaks in lieu of a 15-minute break each morning and afternoon. The total break time authorized per day cannot exceed 30 minutes. Breaks will not be used to start or end the workday or be a continuation of the lunch period, and are not cumulative. Employees are cautioned to watch the time closely when taking breaks to assure there is no abuse of this policy.

## **Fund Raisers**

The SC CPOC will support the two annual Army sanctioned fundraisers, the Combined Federal Campaign (CFC) and the Army Emergency Relief (AER). All employees will be given an opportunity to voluntarily contribute to each of these funds.

Internal SC CPOC fundraisers to support the annual picnic, the holiday party, and other internal morale and welfare activities may be authorized periodically.

## **Federal Employee Standards of Conduct**

If your position requires you to file a financial disclosure report, you must take annual ethics training. This training is available online at [http://www.defenselink.mil/dodgc/defense\\_ethics/](http://www.defenselink.mil/dodgc/defense_ethics/)

To receive credit for annual on-line ethics training, you will need to go through the entire course and will be asked to send a certified e-mail to the Defense Standard of Conduct Ethics Training Coordinator.

If, during or after this training, you have questions that you would like to discuss, you may call the DoD Standards of Conduct Office at (703) 692-9980 or (703) 695-3422. Staff members are available during normal business hours (EST). There is a link on

each page of the training for you to contact them if you have questions while taking the training.

The SC CPOC ISD also provides an annual Information Security (INFOSEC) briefing for all employees, and on an as needed basis for new employees.

### **Equal Employment Opportunity**

The Redstone Arsenal Equal Employment Opportunity (EEO) office is located in the Sparkman Center, building 5300, room 5130. The EEO point of contact for SC CPOC is Ashley Tyson, Labor Relations Specialist (Primary) at 313-1965 or Patricia Gibson, Personnel Management Specialist (Alternate) at 313-1966.

### **Grievance Procedure**

Federal employees are entitled to submit a grievance if they are dissatisfied with any aspect of their working conditions, relationships, or employment status. An employee complaint should always be discussed first with the immediate supervisor in an attempt to resolve the problem in an informal manner.

Should you wish to file a grievance, use the servicing CPAC administrative grievance procedures outlined in AMCOM Regulation 690-20. The SC CPOC point of contact is Ashley Tyson, Labor Relations Specialist (Primary) at 313-1965 or Patricia Gibson, Personnel Management Specialist (Alternate) at 313-1966. Additional information regarding the grievance procedures may be obtained from the Management-Employee Relations (MER) Team of the Redstone Arsenal CPAC.

### **Collective Bargaining Unit**

On August 10, 2001, the Federal Labor Relations Authority in accordance with the provisions of Chapter 71 of Title 5 of the U.S. Code certified that the American Federation of Government Employees (AFGE), Local 1858, is the exclusive representative of all employees in the bargaining unit described below:

**INCLUDED:** All nonprofessional employees employed with the Office of the Assistant Secretary, Manpower and Reserve Affairs, Civilian Personnel Operations Center, South Central Region, Department of the Army, Redstone Arsenal, Alabama.

**EXCLUDED:** All professional employees, supervisors, management officials, and employees described in 5 USC 7112 (2), (3), (4), (6), and (7).

Employees in the bargaining unit are entitled to representation by AFGE, Local 1858, in compliance with the Federal Service Labor-Management Relations Statute, Chapter 71, Title 5 USC. The union office is located on Redstone Arsenal in building 3202, and the telephone number is 876-4880.

## **Policy on Attire**

Normal business attire will be worn Monday through Thursday. Employees may dress down on Fridays. The only stipulations are that attire must be neat, clean and conform to what a prudent person would consider appropriate business attire, or casual day attire, respectively. The SC CPOC is a tenant of a building complex in which we often encounter personnel from other government activities as well as the general public; therefore, each person's appearance should favorably represent the professionalism of our organization along with the high standards of the U.S. Army. SC CPOC employees are not expected to regularly "dress up" (coat and tie, dresses, etc.); however, the wearing of recreational casual attire, for example: shorts, T-shirts, flip-flop shoes or the like, is not deemed appropriate attire at anytime other than on specially designated occasions. Individual supervisors will resolve questions as to what is considered appropriate. Supervisors may use peer assessment as part of their decision-making process. For further information, go to <http://www.cpol.army.mil/george/permis/tree.cgi?MainSection=GMI> and click on Dress and Appearance.

## **Prevention of Sexual Harassment (POSH)**

Sexual harassment is unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature. Implicit or explicit coercive sexual behavior to control, influence, or affect the career, salary, or job of an employee is engaging in sexual harassment. It is a form of employee misconduct, which may create an unproductive or offensive working environment, thereby undermining the integrity of employee working relationships. Sexual harassment is a prohibited personnel practice when it results in discrimination for or against an employee on the basis of conduct not related to performance. Prevention is the best tool for elimination of sexual harassment. Mandatory POSH training is conducted annually. For more information see [http://cpol.army.mil/library/mer/mer\\_sexhar.html](http://cpol.army.mil/library/mer/mer_sexhar.html)

# **SECURITY**

## **Identification Badges**

Each Government employee must wear a Redstone Arsenal identification badge while on the installation. Badges may be obtained in building 3423 on Gray Road, telephone 876-5770, Monday through Friday from 0800-1530 hours. A Personnel ID Badge Request, SMI Form 1116 is required, which may be obtained from the SC CPOC Management Support Office (MSO) on the second floor of building 5304. There will be no admission to building 5304 or any of the buildings in the Sparkman Center unless you have a badge. Badges must be worn above the waist with picture in view.

Badges that are lost, stolen or destroyed must be reported immediately. It is not permissible to wear a visitor's badge more than three days when the badge is lost. To replace lost, stolen, destroyed or expired badges, complete a memo requesting badge replacement and have your supervisor sign it. Take the memo to the Management Support Office to have an SMI Form 1116 completed. Then take the form to building 3423 for badge replacement. For badge renewals, it is recommended that you go on your actual birth date to eliminate a long waiting period.

### **Common Access Card (CAC)**

The Common Access Card (CAC) system is projected for use by 1 Oct 03. It will provide the capability of digitally signing and/or encrypting e-mail messages. It may eventually be the only badge required, and could provide access to installations and government facilities. The SC CPOC is scheduled to obtain their cards from the Military Personnel Office (MILPO) in August 2003.

### **Vehicle Registration**

All vehicles entering and parking on Redstone Arsenal should have appropriate decals affixed to the windshield. Employees may obtain their decals in building 3423 on Gray Road from 0800-1530 hours Monday through Friday, telephone 842-2453. A valid driver's license, valid government badge, tag title or vehicle registration form (obtained from the Alabama License Bureau), and proof of insurance are required for registration. No form is required from the MSO to renew vehicle decals. Unregistered vehicles entering Redstone Arsenal must stop at a Guard Station to obtain a Visitor's Pass.

### **Vehicle Safety**

When driving on Redstone Arsenal, vehicle occupants must wear seat belts, including child restraints for children. Random checks for seat belt use are performed, and individuals who have been warned will be ticketed.

### **Parking**

The Sparkman Center provides ample parking for employees. Reserved parking spaces (e.g., handicapped, customer, carpool) are clearly marked, and only personnel with appropriate decals and/or assigned the use of those spaces should utilize them. Parking in fire lanes is prohibited at all times.

### **Visitors To Sparkman Center**

Persons visiting the Sparkman Center must report to the Visitor's Reception office in building 5300 to obtain a visitor's pass. A picture ID and the name of the point of contact (POC) are required. If a large group is to visit (e.g., for a conference), it is requested that the Visitor's Reception office be notified in advance to expedite the

process. Visitors such as contractors and nongovernment employees require an escort. Only government employees are issued badges with no escort required.

### **Computer Security**

The SC CPOC has placed AMC Label 347 on each computer, authorizing the processing of SBU data. SBU data is Sensitive but Unclassified, and Privacy Act data (only). There is no authorization to process classified or special category data. Questions or problems should be referred to your immediate supervisor or to the computer POC for your branch or division.

## **HOURS OF WORK**

References: SC CPOC Leave, Hours of Work and Pay Policy, dated 29 September 1998, AR 690-990-2, Book 630 and 5 CFR, Part 630.

### **Tour of Duty**

The standard Tour of Duty for SC CPOC employees is 0730 to 1600 hours, Monday through Friday, with a minimum 30-minute lunch break between 1100 and 1400 hours.

### **Flextime**

A modified flextime program, with an option of accruing credit hours, is available for all employees who wish to vary their work schedule. Flextime will be suspended during all periods of official travel, and may be suspended during periods of TDY. The standard flexible time band will begin no earlier than 0630 and end no later than 1730 hours with a 30-minute lunch break, which may be extended up to one hour with the supervisor's approval. The core hours, time which all employees must be present for duty or on leave, are 0830 to 1500 hours. Supervisors will arrange staggered hours so there is adequate coverage throughout the workday. Coordinate your individual schedule with your supervisor. The flexible time band hours may be altered temporarily by the Director, SC CPOC, in unusual circumstances such as during heightened security periods to alleviate traffic delays. Since Redstone Arsenal is currently in a heightened security period, the SC CPOC Director has, until further notice, expanded the flexible time band to 0600 and 1800 hours and changed the core hours to 0900 and 1430 hours.

### **Credit Hours**

Credit hours are hours voluntarily worked, with the supervisor's knowledge and concurrence, in excess of the 8-hour daily work requirement during the flexible time band. The number of credit hours that may be accumulated on a daily basis (on regularly scheduled workdays) cannot exceed 2 hours. Up to 10 hours of credit time



can be earned on a non-workday, but only with prior supervisory approval. Because flextime is suspended during all periods of official travel, credit hours cannot be accrued while on travel. Credit hours may be earned and used in ¼ hour increments. The maximum number of credit hours that may be carried forward at the end of each pay period is 24 for full-time employees, and one-fourth the number of hours a part-time employee is scheduled to work. Student aids may not work more than 20 hours per week (including credit hours) while school is in session. Use of credit hours and other leave requires supervisory approval.

### **Compressed Work Schedule (5/4-9)**

With supervisory approval, a compressed work schedule is available to employees, which allows completion of the 80-hour biweekly work requirement in less than 10 workdays. The compressed work schedule consists of eight 9-hour days and one 8-hour day with one day off per pay period. The selected day off must be a Monday or a Friday. The daily start time is fixed at 0700 hours with a 60-minute lunch period. A compressed work schedule may be suspended during training, travel, or TDY. Employees on a compressed work schedule are not entitled to work or accumulate credit hours. The daily start time requirement of 0700 hours and the 60-minute lunch requirement may be altered temporarily by the Director, SC CPOC, in unusual circumstances such as during heightened security periods to alleviate traffic delays. The option of compressed schedule was implemented on an experimental basis through June 30, 2002, and may be cancelled on or after that date. Since Redstone Arsenal is currently in a heightened security period, the SC CPOC Director has, until further notice, expanded the compressed work schedule time band to 0600 and 1800 hours with allowance for a minimum 30-minute lunch period.

### **Overtime**

Overtime work means each hour of work in excess of the scheduled work hours in a day or the scheduled work hours in a week that are officially ordered and approved by management. (This is not to be confused with credit hours, which are voluntarily worked.) Supervisory approval for overtime is required before it is worked. Advance planning is critical. Normally, overtime should be requested not later than 10 days prior to being worked. Employees receive one and one-half times their basic hourly rate of pay not to exceed the overtime ceiling for performing authorized overtime work. Non-exempt employees under the Fair Labor Standards Act (FLSA) must receive overtime pay unless they request compensatory time off in lieu of payment.

### **Compensatory (Comp) Time**

Comp time may be authorized in lieu of payment for overtime. When requested and authorized, non-exempt employees may work and take comp time (one hour off for each hour worked) in lieu of receiving overtime pay. Exempt employees may receive overtime pay, or may be required to take comp time. Comp time earned should be scheduled and used as soon as possible. Supervisors are responsible for monitoring

comp time to ensure that it is taken rather than having it automatically convert to paid overtime. However, if comp time is not used within 26 pay periods of the date earned, it will automatically convert to overtime and will be paid at the employee's current overtime rate.

### **Time and Attendance (TA) Records**

Employees must maintain their time sheets using the TA Workbook and workbook instructions posted in the SC CPOC SOP SCRA No. 11, Change 1. Basically, employees are required to sign in or out when ready to start work, leave for lunch, return from lunch, and leave for the day. At the end of the pay period, employees must verify that all entries are correct, print a hard copy, sign the time sheet and give it to their timekeeper. Employees should refer questions on TA procedures to their division/branch timekeeper, or supervisor.

### **Temporary Duty (TDY)**

Temporary Duty (TDY) is work performed away from an employee's regular duty station. TDY normally involves traveling to another location. Prior to going TDY, the employee must request supervisor approval and obtain assistance from the Management Support Office with travel arrangements. Instructions for requesting TDY orders are provided in SC CPOC SOP SCRA No. 08.

## **LEAVE**

References: AR 690-990-2, Book 630 and 5 CFR, Part 630. For further information, go to <http://cpol.army.mil/permis/index.html> and click on Master List of PERMISS Articles.

### **Annual Leave**

Annual Leave is paid leave that is primarily used for vacations, taking care of personal business, and may be used in lieu of sick leave. The accrual rate will depend on an employee's type of appointment and years of Federal service, both civilian and creditable military service.

Full-time employees with over 15 years of service earn 26 days a year (8 hours per pay period); those with three but less than 15 years earn 20 days (6 hours per pay period, plus 4 additional hours on the last pay period); and those with less than three years earn 13 days (4 hours per pay period).

Part-time employees with 15 years or more of service earn one hour of annual leave for each 10 hours in a pay status, those with three but less than 15 years earn one hour for each 13 hours in a pay status, and those with less than three years earn one hour for each 20 hours in a pay status.

Employees may accumulate and carry forward a balance of 30 days. Employees overseas may accumulate 45 days. Employees returning from overseas may retain the extra 15 days until their balance is reduced by leave usage. Upon separation, employees are entitled to lump sum payment for all annual leave credited to their account.

Except for emergencies, annual leave must be authorized by an employee's immediate supervisor, or his/her designee, in advance and before it is started. Emergency annual leave must be scheduled as early in the day as possible, but not later than two hours after the beginning of the official work day (0730 hours). The minimum charge for annual leave is  $\frac{1}{4}$  hour.

### **Sick Leave**

Sick leave is used when an employee is incapacitated due to illness; injury; pregnancy and confinement; and for medical, dental or optical examinations or treatment. It may also be used for providing care for family members in accordance with the provisions of Family Friendly Leave discussed below.

Authorization for sick leave, because of its nature, is not usually obtained in advance unless the employee knows he/she will be unable to work because of medical, dental, or optical examinations or treatment; an operation, convalescence, lengthy illness, or something similar. If sick leave is needed due to illness, the employee must contact his/her immediate supervisor, or designee, as early in the day as possible, but not later than 2 hours after the beginning of the official work day (0730 hours) to obtain authorization. Employees may be required to submit administratively acceptable evidence of illness and incapacitation for periods in excess of three workdays, or for a lesser period when determined necessary.

Full-time employees earn 13 days a year (4 hours per pay period). Part-time employees earn one hour for each 20 hours in a pay status. Sick leave may be used in  $\frac{1}{4}$  hour increments.

There is no restriction on the number of hours of sick leave that may be accumulated. No lump sum payment is made when employees separate from the Federal service. However, if an employee returns to work, the sick leave is re-credited to their account. Retirees under the Civil Service Retirement System (CSRS) are entitled to time credit in the calculation of retirement annuity for all unused sick leave to their credit at the time of retirement. (This provision does not apply to Federal Employee Retirement System (FERS) employees.)

### **Family Friendly Leave**

Family Friendly Leave allows employees to use sick leave when a family member has a medical, dental or optical examination, or when the employee provides care for

a family member who requires it because of physical or mental illness; injury; pregnancy, or childbirth; or when the employee arranges for or attends a family member's funeral, or for certain activities related to adopting a child. This was expanded effective June 20, 2000, to provide additional sick leave usage (up to 12 weeks) to care for a family member with a "serious health condition."

**Family Member Definition:** A family member means the following relatives of the employee:

- Spouse, and parents thereof;
- Children, including adopted children, and spouses thereof;
- Parents;
- Brothers and sisters, and spouses thereof; and
- Any other individual related by blood or affinity whose close association with

the employee is the equivalent of a family relationship.

**Time that may be used:** Full-time employees who maintain an 80-hour balance may use up to 12 administrative workweeks of sick leave each year to care for a family member with a serious health condition, or up to 104 hours (13 workdays) of sick leave for general family care or bereavement purposes. Employees with a balance of less than 80 hours may use 40 hours (5 workdays) per year. Part-time employees or employees with an uncommon tour of duty may use an equivalent number of hours on a prorated basis. The maximum amount of sick leave used for general family member care cannot exceed the number of hours normally accrued during a leave year.

**Serious Health Condition:** The term "serious health condition" includes but is not limited to such conditions as cancer, heart attacks, strokes, severe injuries, Alzheimer's disease, pregnancy, and childbirth (5 CFR 630.1202). It is not intended to cover short-term conditions for which treatment and recovery are very brief. The common cold, the flu, earaches, upset stomach, headaches (other than migraines), routine dental or orthodontia problems, etc., are not serious health conditions unless complications arise.

**Authorization:** As with any other leave, supervisory approval is necessary prior to taking leave. Employees may telephonically request authorization, followed up by an e-mail memo and supporting medical documentation when required.

**Documentation Required:** Employees are required to submit an e-mail memo, or Standard Form 71, to their supervisor specifying the number of hours of sick leave

needed for each incident. The memo must state the name and relationship of the family member, and specify one of the following:

- To provide care due to illness,
- For examination/treatment,
- Pregnancy or childbirth,
- Bereavement, or
- Adoption.

Medical documentation will be required for absences of more than three workdays, or for a lesser period when determined necessary. For more information see <http://www.opm.gov/oca/compmemo/2000/2000-8.htm>.

### **Leave Without Pay**

Leave without pay is an approved absence without pay. It may be granted at the discretion of the agency for such purposes as covering absences due to insufficient leave balances, attending to parental or other family responsibilities, education which would be of benefit to the agency, recovery from illness or disability, or protection of employee status and benefits pending action on claims for disability retirement or injury compensation. It may be granted whether or not the employees have annual or sick leave to their credit.

Generally, the effects of leave without pay vary depending on the length of absence. Extended periods of leave without pay will impact an employee's service computation date, waiting period for within-grade increases, and accumulation of annual and sick leave. For more information see <http://www.cpol.army.mil/permis/2112.html>.

### **Absence Without Official Leave (AWOL)**

Absence Without Official Leave (AWOL) is any absence from an employee's duty station which has not been authorized or approved by his/her supervisor. If an employee fails to request leave in advance or in accordance with directives or if the request is denied, the employee will be considered AWOL. This means no pay is received, and the employee may face a disciplinary action. For more information see <http://cpol.army.mil/permis/home.html>; click on Master List of PERMISS Articles, and then click on Absence Without Official Leave (AWOL).

### **Military Leave**

Permanent employees, temporary indefinite full-time employees, and employees with temporary appointments in excess of one year who are in a National Guard or

Reserve component accrue 15 days of military leave each fiscal year. Employees with temporary appointments not to exceed one year are not entitled to military leave. Part-time career employees accrue a prorated share of 15 days based on the number of hours in the regularly scheduled workweek. To compute, divide 40 into the number of regularly scheduled hours and apply the fraction to 15 days. These fractions of days can be accumulated until they total whole days. Military leave is charged only in full-day increments. Up to 15 days of unused accumulated military leave may be carried over into a new fiscal year for use in succeeding years.

Military leave is for use when called for active duty or active duty training. It is not authorized for periods of inactive duty training (usually weekend drills). This leave entitles employees to receive their regular civilian pay plus military pay on days of military leave.

To use military leave, employees must notify their supervisor as far in advance as possible, and provide a copy of the military orders calling them to active duty. Upon returning to duty, employees will be required to furnish proof of performance of the military duty. For more information see <http://www.cpol.army.mil/permis/2117.html>.

### **Court Leave**

Court leave is leave of absence from duty without loss of pay or charge to annual leave to perform jury duty in a Federal, state, or municipal court or to serve as a witness in a judicial proceeding to which the United States, the District of Columbia, or a state or local government is a party.

An employee excused or released by the court for a day or substantial portion of a day must return to duty, provided at least two hours remain in the daily tour. If an employee does not want to return to work for a portion of the day, the employee must call his/her supervisor to request that annual leave or credit hours be authorized prior to taking off for the remainder of the day.

To obtain authorization to use court leave, employees should notify their supervisor of the subpoena or summons as far in advance as possible. If a court order, subpoena, or summons is issued, a copy must be given to the supervisor to support the grant of court leave. Upon return to duty, written evidence of attendance at court is required. Normally, a statement may be obtained from the court clerk, showing the dates and hours of service. See <http://www.cpol.army.mil/permis/2110.html> for more information.

### **Family and Medical Leave Act (FMLA)**

To be eligible for FMLA leave, employees must have completed at least one year of civilian service with the government. Temporary employees, serving under an appointment with a time limitation of one year or less, and intermittent employees are excluded from coverage.

Entitlements: 12 workweeks of unpaid leave during any 12-month period for covered employees for the following purposes:

- The birth of a son or daughter of the employee and the care of such son or daughter;
- The placement of a son or daughter with the employee for adoption or foster care;
- The care of a spouse, son, daughter, or parent of the employee who has a serious health condition; or
- A serious health condition of the employee that makes the employee unable to perform essential functions of his/her position.

Under certain conditions, FMLA leave may be taken intermittently, or the employee may work under a work schedule that is reduced by the number of hours of leave taken as family and medical leave. An employee may elect to substitute other paid time off, as appropriate, for any unpaid leave under the FMLA. Unpaid time off authorized under FMLA leave can be used in addition to other paid leave available to an employee.

**Job Benefits and Protection:** Upon return from FMLA leave, an employee must be returned to the same position or to an "equivalent position with equivalent benefits, pay status, and other terms and conditions of employment."

An employee who takes FMLA leave is entitled to maintain health benefits coverage. An employee may pay the employee share of the premiums on a current basis or pay upon return to work.

**Advance Notice and Medical Certification:** The employee must provide notice of his/her intent to take FMLA not less than 30 days before leave is to begin or as soon as is practicable.

Medical certification is required for FMLA leave taken to care for an employee's spouse, son, daughter, or parent who has a serious health condition or for the serious health condition of the employee. For more information see <http://www.cpol.army.mil/permis/home.html>, click on Master List of PERMISS Articles, then "F," then Family Related Leave and Absences.

### **Voluntary Leave Transfer Program**

**Application Procedures:** An employee who has been affected by a medical emergency and is facing at least 24 hours without available paid leave may submit a

written request to the Director, SC CPOC, to become a leave recipient. Each application must include or be accompanied by the following information:

- The name, position title, and grade or pay level of the potential leave recipient;
- A description of the nature, severity, and anticipated duration of the medical emergency, and if it is a recurring one;
- The number of hours requested; and
- Appropriate medical documentation.

**Eligibility:** An employee must exhaust all annual leave and all sick leave prior to using transferred annual leave in the event of a personal medical emergency. For a medical emergency involving the care of a family member, the employee must exhaust all annual leave and all sick leave available under Family Friendly Leave prior to using transferred annual leave.

**Leave Donations:**

- All donations must be made to a specific, approved recipient.
- Employees with use or lose leave may donate the number of use or lose hours remaining in the leave year as of the date of the transfer. "Lost" use or lose leave cannot be donated.
- An employee may donate no more than one-half of the amount of the annual leave he/she is entitled to accrue during a leave year.

**Termination of Medical Emergency:** The leave recipient shall notify his/her supervisor in writing when the medical emergency ends. Unused donated leave cannot be "saved" by the employee for later use. At the termination of the medical emergency, the employee is to notify the supervisor of the number of hours of donated leave that were not used so action can be taken to return that leave to the donors.



## Holidays

Government employees are entitled to the following holidays each year:

|                                     |                                      |
|-------------------------------------|--------------------------------------|
| New Year's Day                      | January 1                            |
| Birthday of Martin Luther King, Jr. | 3 <sup>rd</sup> Monday in January    |
| Presidents' Day                     | 3 <sup>rd</sup> Monday in February   |
| Memorial Day                        | Last Monday in May                   |
| Independence Day                    | July 4                               |
| Labor Day                           | 1 <sup>st</sup> Monday in September  |
| Columbus Day                        | 2 <sup>nd</sup> Monday in October    |
| Veterans Day                        | November 11                          |
| Thanksgiving Day                    | 4 <sup>th</sup> Thursday in November |
| Christmas Day                       | December 25                          |

For employees with Monday through Friday workweeks, a holiday which falls on Saturday is observed the preceding Friday; if a holiday falls on Sunday, it is observed on the following Monday. For employees on a compressed work schedule, if a holiday falls on a nonworkday other than Sunday, their "in lieu of" holiday will be the preceding workday. For employees on a compressed work schedule, if a holiday falls on a Sunday nonworkday, their "in lieu of" holiday will be the subsequent workday. If a part-time employee is relieved or prevented from working on a day within their scheduled tour of duty that is designated as a holiday, or is an actual holiday, the employee is entitled to holiday pay for the number of hours he/she was scheduled to work. See <http://www.opm.gov/fedhol/index.htm> for the exact dates of Federal holidays.

## PAYROLL INFORMATION

References: AR 690-990-2, Book 630 and 5 CFR, Part 630.

### Payday

Payday is every other Thursday. This amounts to 26 pay periods per year. Employees will receive a Leave and Earnings Statement (often referred to as an LES) mailed to their home address. These normally arrive early in the pay week. In addition to the hard copy LES, you may access your LES information at the DoD "myPay" website at <https://emss.dfas.mil/mypay.asp>. Access to the website requires a PIN number. Any discrepancies in pay, deductions, or leave should be reported to the timekeeper. Help is also available by calling "myPay" customer support at 1-800-390-2348, Monday through Friday between 0700 and 1930 hours (Eastern).

## **Within Grade Increases**

The purpose of a within grade increase is to provide a means of financial advancement for employees. The prime factor in receiving a within grade increase is performing work at an acceptable level of competence. Several specific requirements must be met before within grade increases are granted. An employee must wait 52 weeks for each increase to steps 2 through 4; 104 weeks for each increase to steps 5 through 7; and 156 weeks for each increase to steps 8 through 10. The employee must also have a permanent appointment, be compensated on a per annum basis, and be receiving a rate of pay below the maximum for the grade. For more information see [http://www.cpol.army.mil/permis/p\\_index.html](http://www.cpol.army.mil/permis/p_index.html), click on Master List of PERMISS Articles, then "W," then on any of the "Within Grade Increase" topics.

## **Locality Pay**

Most General Schedule (GS) employees working in the 48 contiguous States (includes Washington, D.C.; excludes Alaska and Hawaii) receive locality-based comparability payments, known as locality pay.

Since the amount of locality pay will depend on the geographic area where the employee works, the amount of locality pay may change if there is a change in duty stations.

Locality pay will be paid as a part of an employee's biweekly salary. In addition, locality pay is used in the calculations for some pay-based actions, including retirement annuity and thrift savings contributions, life insurance, overtime and other premium pay. See <http://www.opm.gov/oca/03tables/indexGS.asp> to obtain additional information.

## **Performance Evaluation System**

Reference: AR 690-400, Chapter 4302 and Change 1.

An employee is expected to perform his/her job effectively and conscientiously, meeting all performance standards. The Total Army Performance Evaluation System (TAPES) is the guide for managing performance. It was designed to improve the total Army performance by:

- Communicating organizational goals and priorities, and Army values and ethics to employees.
- Establishing individual expectations for performance that reflect organizational goals and priorities.

- Facilitating frequent discussion among the Ratee and the rating chain about performance, expectations, professional development and DA values and ethics.
- Providing an environment where all understand that they are important members of the Army Team.
- Requiring annual written individual evaluations.

Written performance plans are usually received within 30 days of the date an employee starts a new job. This plan states what is expected of an employee during a rating period. The supervisor will review and approve each employee's performance plan at the beginning of each rating period and any other time expectations change significantly.

**In-Progress Reviews:** Each supervisor will conduct formal performance-related discussions at the mid-point of each rating period, and at any other time it is needed. Each supervisor will provide informal feedback and get the employee's input on performance expectations and accomplishments throughout the rating period.

**Annual Rating Periods:** All Ratees will have a pre-established 12-month rating period. Depending on the grade of a position, the annual rating period will be:

- Grades 13-15, 1 Jul - 30 Jun
- Grades 9-12, 1 Nov - 31 Oct
- Grades 1-8, 1 Mar - 28 Feb

Interns receive a Special Rating 6 months after entry into the position, and receive their first annual rating at the end of 12 months. They continue to be rated on this rating cycle until completion of the Intern Program at which time they are phased into one of the cyclic rating periods identified above.

Ratees cannot be rated until they perform under an approved performance plan for at least 120 days.

If an employee exceeds performance standards, the supervisor may officially recognize this accomplishment with a performance award. If the written standards are not met, the supervisor must take corrective action.

The above is a brief summary of the performance evaluation process. For more specific information, refer to AR 690-400, Chapter 4302 and Change 1, at [http://www.usapa.army.mil/pdffiles/r690\\_400.pdf](http://www.usapa.army.mil/pdffiles/r690_400.pdf).

## **BENEFITS**

### **Health Insurance**

Permanent employees with a regularly scheduled tour of duty are eligible for the Federal Employees Health Benefits (FEHB) Program. A new employee has 60 days from the date of job appointment or eligibility to enroll. There are several plans and options available to meet individual and/or family needs. From approximately mid-November to mid-December there is an Open Season during which employees may enroll or change options. The Army Benefits Center-Civilian (ABC-C) is responsible for processing FEHB elections. For additional information on FEHB, see ABC-C's website <https://www.abc.army.mil/Information/ABCHealth/Information/Information.asp> or see OPM's website at <http://www.opm.gov/insure/health/index.asp>

### **Compensation for On-the-Job Injury**

**Reporting Injuries:** It is of utmost importance to report immediately to the supervisor any injury sustained on the job. All injuries should be reported regardless of how trivial they may seem. A minor injury can develop into a serious, complicated condition. The supervisor will provide Form CA-1, Notice of Injury, and assist in its completion. If medical treatment is required, the supervisor will issue a Form CA-16, Request for Examination and/or Treatment. To protect the employee's benefits, Form CA-1 must be completed within 30 days, otherwise Continuation of Pay (COP) will not be authorized. Form CA-2, Notice of Occupational Disease and Claim for Compensation, is filed when claiming an occupational disease. Medical evidence must be submitted to substantiate all absences from duty for which Worker's Compensation is claimed.

**Benefits:** Under the Federal Employee's Compensation Act, the employee is entitled to benefits for injuries sustained in the performance of his/her duty or for occupational disease resulting from his/her employment. These benefits include the following:

- **Medical Care:** Expenses for medical, surgical, and hospital care will be provided under the provisions of the Compensation Act. The employee may elect treatment by the Occupational Health Clinic or a physician of the employee's choice. Payment for chiropractic care is limited and must be substantiated by X-rays. The employee may also be paid for prescription drugs and other expenses involved in obtaining medical care. The employee's health insurance will not pay for the medical treatment of any On-the-Job Injury or Occupational Disease.

- **Continuation of Pay:** If unable to work because of a job-related injury, the employee may be paid regular salary up to and including 45 days. The continuation of pay begins on the day following the injury and is calendar days, not workdays. If light duty is available and the employee is physically able to perform this duty, the employee must report to his/her supervisor for the work. Refusal to perform light duty

may jeopardize employee entitlements under the Federal Employees' Compensation Act.

- **Compensation During Periods of Disability:** If unable to work after the expiration of the 45 days' continuation of pay or unable to work due to an occupational disease, the employee may apply for continued compensation. The amount payable is determined by the employee's salary, dependents, and the degree of disability. If the employee is unable to return to his/her usual job, but able to perform other work, compensation will be made on the basis of loss of wage-earning capacity. If the employee is totally and permanently disabled, compensation will be paid until death.

- **Scheduled Awards:** If the employee lost certain members or functions of his/her body (e.g., loss or use of an eye, hand or part of a hand), compensation will be received for a specified period of time based on the type of loss.

- **Vocational Rehabilitation:** In addition to the other benefits, the employee may receive compensation up to \$200 a month while pursuing approved vocational training courses.

- **Death Benefits:** In the event of death resulting from a work-related injury, the employee's dependents are entitled to certain benefits under the Act. Funeral and burial expenses may be paid up to a maximum of \$800.

**Compensation and Leave:** When unable to return to work because of an on-the-job injury and the 45 days' continuation of pay has expired, the employee may elect the following:

- Leave without pay (LWOP) and apply for compensation benefits, or
- Sick and/or annual leave, and apply for compensation after sick and annual leave are exhausted.

The employee may not receive compensation while being paid for leave. If the employee elects to use sick or annual leave, he/she may have the opportunity to "Buy Back" the leave used and apply for compensation for the entire period. "Buy Back" is computed as 100% of base salary and compensation is paid at either 75% or 66 2/3%, depending upon dependant status.

**Employment Status Under Compensation:** The employee receives full credit for retention and retirement while on LWOP and receiving worker's compensation. This time is also counted toward the completion of waiting periods for step increases, conversion to career tenure, and change in leave earnings category. Health and life insurance will continue if the employee meets certain requirements.

For further information pertaining to the Federal Workers' Compensation Program, contact the Benefits Section of the AMCOM Civilian Personnel Advisory Center. Immediately report all on-the-job injuries to the employee's immediate supervisor and file a claim if there is lost time or medical expenses related to the injury. Also see web site <http://cpol.army.mil/permis/2541e.html>.

## **Life Insurance**

As with health insurance, permanent employees with a regularly scheduled tour of duty are eligible to enroll in the Federal Employee Group Life Insurance (FEGLI) plan. Employees are automatically enrolled in Basic Life unless they waive the coverage. Basic Life is equal to annual basic pay (rounded to the next \$1,000) plus \$2,000. There is an extra benefit for employees under age 45. This extra benefit doubles the amount of life insurance payable if you are age 35 or younger. Beginning on the employee's 36<sup>th</sup> birthday, the extra benefit decreases 10% each year until at 45 there is no extra benefit. The extra benefit for employees under age 45 is provided without additional cost.

If Basic Life is chosen, employees are eligible for Option A Standard, Option B Additional, and/or Option C Family coverage. Additional options depend upon individual needs. Employees have 31 days from the date of job appointment or eligibility to elect coverage. A physical examination is not required. The ABC-C is responsible for processing FEGLI elections. For additional information on FEGLI, go to <https://www.abc.army.mil/Information/ABCLife/Information/Information.asp> or see OPM's web site at <http://www.opm.gov/insure/life/index.htm>.

## **Retirement Systems**

There are two basic retirement systems for Federal employees. Most employees hired after 31 December 1983 are under the Federal Employee Retirement System (FERS), while those hired prior to that date are normally under the Civil Service Retirement System (CSRS). The CSRS is a stand-alone system, and employees do not pay Social Security tax on their civil service pay. The FERS is a supplement to Social Security, and employees pay into both systems. Eligibility for retirement and other benefits varies between programs. The ABC-C is responsible for counseling and processing retirement applications. For more information, see ABC-C's website at <https://www.abc.army.mil/Information/ABCRetirement/Information/Information.asp> or OPM's web site at <http://www.opm.gov/retire/index.htm>.

## **Thrift Savings Plan (TSP)**

The TSP is designed as a supplement to retirement. It is available to employees enrolled in CSRS and FERS, although many differences between the two plans exist. One common feature is the investment is not taxed until withdrawn from the TSP system. Under CSRS, up to 8% of an employee's salary may be invested; while in FERS, employees may invest up to 13% of their salary. This FERS contribution limit

will increase by one percentage point each year through 2005. There are no employer contributions under CSRS; however, up to 5% of the FERS salary may be contributed by the employer to the plan. The amount depends upon the employee's contributions. The ABC-C is responsible for processing TSP elections. Go to <https://www.abc.army.mil/Information/ABCTSP/Information/Information.asp> or visit the Thrift Savings Plan Home Page at <http://www.tsp.gov> for more information.

### **Voluntary Contributions**

Employees covered by the CSRS who want to receive a larger annuity than would be payable based on their service and "high-3" may establish a voluntary contribution account to purchase additional annuity. At retirement, each \$100 in an employee's voluntary contributions account (including interest earned) will provide an additional annuity of \$7 a year, plus 20 cents for each full year the employee is over age 55 at the time of retirement.

Employees covered by FERS are not eligible to make voluntary contributions. However, employees may retain funds deposited while subject to the CSRS.

For additional information on Voluntary Contributions and employee benefits, go to web site <http://www.cpol.army.mil/george/permis/tree.cig?MainSection=EBIA> and click on any item of interest or go to <http://www.opm.gov/retire/html/library/csrs.html> and read "Retirement Facts 10."

## **EMPLOYEE AWARDS**

**NOTE:** Reference AR 672-20 (29 January 1999), Incentive Awards  
[http://www.usapa.army.mil/pdffiles/r672\\_20.pdf](http://www.usapa.army.mil/pdffiles/r672_20.pdf)

### **Employee of the Year Awards Program**

The Employee of the Year Awards Program recognizes and honors outstanding employees of the SC CPOC. Awards are presented at the annual SC CPOC holiday celebration.

Employee of the Year Awards are given for each of the following categories: Customer Focused Division A: Specialist of the Year, Assistant of the Year, and Clerk of the Year; Customer Focused Division B: Specialist of the Year, Assistant of the Year, and Clerk of the Year; Human Resource Development Division: Employee of the Year; Information Systems Division: Employee of the Year; Management Support Office: Employee of the Year; Office of the Director: Employee of the Year and SC CPOC: Employee of the Year.

## **On-the-Spot (OTS) Cash Awards**

The OTS cash award is a small Special Act or Service Award (\$50 to \$500) which may be given by a supervisor for day-to-day accomplishments of subordinate employees. See [http://www.cpol.army.mil/library/mer/mer\\_ots.html](http://www.cpol.army.mil/library/mer/mer_ots.html) for further information.

## **Performance/Time Off Awards**

A Performance Award is a monetary and/or time off award given in recognition of high-level performance for a specific rating period. For further information go to <http://www.cpol.army.mil/permis/534.html>

Employees may be granted up to 80 hours of time off during a leave year without charge to leave or loss of pay as an award for achievements or performance contributing to the Army mission. The TOA may be used alone or in combination with monetary or nonmonetary awards. See <http://www.cpol.army.mil/permis/533.html> for further information.

A Quality Step Increase (QSI) is awarded when the quality of the performance is far superior and merits faster than normal salary advancement. For further information go to <http://www.cpol.army.mil/permis/52232.html>.

## **Special Act/Service Awards**

A Special Act or Service Award (SA/SA) is a cash award given to recognize a meritorious personal effort, act, service, scientific or other achievement accomplished within or outside assigned job responsibilities. The act, service, or achievement by the nominee must result in either tangible or intangible benefits or both to the Government and may involve more than one employee. This award is also appropriate to recognize performance that has exceeded job requirements as a one-time occurrence (e.g., overcoming unusual difficulties on a particular project or assignment or exemplary or courageous handling of an emergency situation related to official employment). Cash awards range from \$25 to \$25,000, depending on the achievement being recognized. Army has been delegated approval of amounts up to \$10,000. For further information go to <http://www.cpol.army.mil/permis/531.html>.

# **COMMUNICATION AND AUTOMATION SYSTEMS**

## **SC CPOC Phone Listing**

Phone numbers of SC CPOC employees are available in Microsoft Outlook. Click on the Address Book icon at the top of the page, and type in the name of the individual you wish to locate. Additional information on the individual is available by clicking on the Properties icon in the Address Book.



You are responsible for keeping your personal Global Address List (GAL) information up to date. This is done by clicking on the GAL icon on your desktop and accessing your personal address account. If you have any difficulty, contact the Information Services Division (ISD) help desk by going to Outlook and click on Tools, then Forms and Choose Form, and select "Helpdesk Request." Complete the form and click on Send.

## **Electronic Communications**

Electronic communications are provided to employees of the SC CPOC for conducting office business. These systems include facsimile machines (FAXs), e-mail, and Internet and Intranet access. FAX machines are located throughout the office while e-mail, Internet and Intranet access are provided through individual computers at each workstation. Computer system access and e-mail user accounts will be requested for new employees by the responsible supervisor. Requests for assistance should be submitted to the Information Services Division (ISD) help desk. Contact the Information Services Division (ISD) help desk by going to Outlook and click on Tools, then Forms and Choose Form, and select "Helpdesk Request." Complete the form and click on Send.

Employees should use e-mail and Internet resources responsibly and abide by normal standards of professional and personal courtesy and conduct at all times. Although limited personal use is permitted, normally during lunchtime and other nonduty periods, excessive use will not be tolerated. Inappropriate use of e-mail and Internet systems may be the basis for a disciplinary action against an employee.

Inappropriate e-mail and Internet usage includes:

- Pornography,
- Chain letters,
- Unofficial advertising,
- Soliciting or selling,
- Broadcasting unnecessary advertisements of Army services,
- Broadcasting messages of daily quotations and jokes, and
- Broadcasting unsubstantiated virus warnings.

For more information on inappropriate use of e-mail and the Internet, see the Policies & Regulations folder in e-mail. This folder can be found by clicking on Public Folder, then clicking All Public Folders, then CPOCSCR and CPOCSCR Administrative Notes, and finally Policies & Regulations.

## **Telephone Usage**

A good telephone personality reflects positively upon the employee and the organization. Answering promptly indicates efficiency on the part of the employee, as

well as the organization. Telephones are provided for the conduct of business, therefore, personal calls, both incoming and outgoing, should be limited. It is understood that personal calls regarding family and business matters are sometimes necessary during the tour of duty; however, these calls should be reasonable in duration and number and, when possible, should be made during non-duty periods such as lunch and breaks. Much of SC CPOC's business is conducted over the telephone, and busy lines do not give customers access to the organization. Frequent monitoring by employees of their voice mail messages will also ensure prompt attention to customer needs.

## **EMPLOYEE DEVELOPMENT**

### **SC CPOC Training Plan and Program**

At the beginning of each fiscal year, the SC CPOC Human Resource Development Division (HRDD) develops a regional training plan, which includes identified SC CPOC training requirements. Organizational, occupational, and individual training and developmental needs for the SC CPOC are assessed in an annual survey and in an ongoing cycle as employee assignments and processes change. Needs identified in the assessment are prioritized to ensure that those most critical to mission accomplishment are met. The regional training plan can be accessed on the SC CPOC HRDD web site at <http://cpolrhp.belvoir.army.mil/scr/hrdd/hrdd-front.html>.

### **Tuition Assistance**

Although the SC CPOC does not fund for academic degrees, all employees are eligible to apply for tuition assistance. Each request is evaluated on a case-by-case basis. In some cases college training may be the only source, or the most cost-effective source, when compared to other alternatives. Employees receiving grants, scholarships or Veterans' education benefits that constitute 100 percent of course expenses are excluded from this policy. Subject to availability of funds, tuition assistance provided for an individual course will be the decision of the Director/Deputy Director utilizing the following process:

- Ninety days prior to the beginning of each academic semester, the HRDD will request tuition assistance applications from SC CPOC employees. To be considered, applications must consist of a completed DD Form 1556, with course catalog description attached, and must be submitted directly to HRDD NLT the suspense date. Each course requested requires completion of a separate DD Form 1556.
- After reviewing the applications for completeness and no later than three business days after the established suspense date, HRDD will convene a panel, composed of the CPOC Division Chiefs, for the purpose of reviewing the applications. The panel will be chaired by the Chief, HRDD. The panel's recommendations will be

forwarded to the Director/Deputy Director for their final review and funding determination. Those applications approved for funding will be sent to the Management Support Office (MSO) for obligation, then returned to HRDD for distribution to the requesting employees. MSO will fax the approved DD Form 1556 to the college/university with payment information. Applications not approved, whether due to lack of funds or inappropriateness of the training requested, will be returned to the requesting employees with a letter of explanation.

- The panel will make recommendations for 100% tuition assistance for college/university courses to the Director/Deputy Director if training:
  - (1) Supports the organization's strategic plan.
  - (2) Improves an employee's current job performance.
  - (3) Supports development of an employee's core competencies, as defined by an Army Civilian Training, Education and Development System (ACTEDS) Plan.
  - (4) Allows for expansion or enhancement of an employee's current job.
  - (5) Enables an employee to perform needed duties outside of their current job at the same level of responsibility.
  - (6) Meets organizational needs in response to human resource plans, downsizing, restructuring and/or program changes.
- In all cases, this process will be completed no later than sixty days prior to the beginning of each academic semester in order to give employees ample time to budget their tuition expenses and complete their educational institution's enrollment time frames.

Employees at the GS-11 level and above may apply for tuition reimbursement through the ACTEDS Civilian Personnel Career Program. Part-time academic programs are encouraged. Successful nominees will submit a proposed program of study containing at least five related courses during a 12-month period. Although all authorized educational expenses will be funded for selected nominees, neither salary nor benefits will be reimbursed. The Functional Chief Representative will make all selections. Since this program emphasizes part-time academic study, successful nominees may re-apply the following year.

For assistance in completing and submitting application packages, contact SC CPOC HRDD at 876-3396.

## **Mentoring Program**

The South Central CPOC Mentoring Program was established with two goals in mind: to tap into the valuable resource of employees who have demonstrated the ability, potential, and desire to become successful in their organization; and to instill in our employees the desire to assist others in mastering additional skills and abilities.

This program is specifically concerned with maximizing the career potential of program participants and facilitating their career development. Participation will be solicited on an annual basis.

**Mentors:** Should be recognized within their function and career field as competent, resourceful, perceptive and dedicated. All division and branch chiefs are expected to serve as Mentors. Participation by senior specialists is strongly encouraged and requires recommendation from their supervisor.

**Proteges:** All South Central CPOC employees are eligible to apply. Protégés should be recognized as having ambition, a desire to learn, commitment to the organization, a positive attitude, and the ability to keep confidences.

Individuals must indicate their interest in participating by submitting a completed application through their supervisor to the HRDD Mentoring Program Administrator.

Participants may remain in the program for a period of one year. Participation in the Mentoring Program in no way guarantees consideration, selection, or promotion to positions of higher grade or responsibility.

## **SC CPOC Training Schedule**

Each fiscal year, the SC CPOC HRDD develops a training schedule of course offerings. The schedule provides a list of courses by title and date. It also provides a brief description of the audience, a course description, the action(s) required to enroll in the course, and the training location. Employees may visit the HRDD section of the SC CPOC web page for complete course announcements at <http://cpolrhp.belvoir.army.mil/scr/hrdd/courses/schedule.htm>.

## **Training and Education Updates**

The Human Resources Development Division (HRDD) is responsible for updating completed training/education. You may use the appropriate update spreadsheet available in the **Update Training and Education** section of the SC CPOC web page to update your completed training and/or education in Modern DCPDS. The **Update Training and Education** section of the web site may be accessed directly at <http://cpolrhp.belvoir.army.mil/scr/hrdd/update/Update.htm>. Employees may also submit a hard copy DD Form 1556 (Request and Authorization for Training) (first

page only with no attachments) to the HRD division to have completed training added to their training history in MDCPDS. For questions concerning either of these actions, contact the HRDD at 876-2760 or 842-6545.

### **Learning Opportunities for Today (LOFT)**

The LOFT is a computer classroom, located in building 5304, which is operated by the HRDD. The classroom is furnished with CPUs, monitors, keyboards, projection system, desks, screens, and VCR utilized for training SC CPOC and regional employees.

The LOFT will be scheduled with formal training as first priority. When no formal training is scheduled, the room will be opened upon request Monday through Friday, 0700 to 1530, for self-paced or facilitator-led courses. If you have any special equipment requirements, provide that information when you reserve the LOFT.

For questions concerning these and other computer training sessions in the LOFT, contact the HRDD at 876-2760 or 842-6545.

### **Career Program**

The Training Management Division (TMD) of CPOCMA, located at Aberdeen Proving Ground, MD, is the proponent representative for the Civilian Human Resource Management (CHRM) Career Program 10 Development Program. The schedule for both onsite courses in our region and training available at their training site is included in the SC CPOC Regional Training Plan. The regional training plan can be accessed at <http://cpolrhp.belvoir.army.mil/scr/hrdd/hrdd-front.html>. The schedule for TMD's courses is available at <http://www.cpocma.army.mil/tmd.htm>. Go to <http://www.cpol.army.mil/train/acteds/> for additional information on the CP-10 Career Program.

## **PROMOTIONS/POSITION CHANGES**

### **Resumix**

Some of the positions serviced by SC CPOC are filled using Resumix. To apply for positions within the serviced areas using Resumix, applicants must complete a resume and have it on file with the SC Region prior to the close of an announcement. As vacancies occur, applicants are required to show interest by self-nominating for the vacancies. The self-nomination procedures are outlined in our job kits available on-line, as well as the vacancy announcement. Procedures to follow when completing and submitting resumes are also outlined in the kit. If an applicant is serviced by the SC CPOC, follow the procedure for internal candidates. If an applicant is outside the SC CPOC serviced population, follow the procedures outlined

for external candidates. Application procedures can be accessed at <http://cpolrhp.belvoir.army.mil/scr/emp-center/stairs1.htm>.

## **TRAVEL CARD**

### **DOD Travel Card Policy**

Reference JTR Vol. 2, Part C1103 and Part E.C1250. It is the general policy of DOD that the Government travel card will be used by personnel to pay for all costs incidental to official business travel, including travel advances, lodging, transportation, rental cars, meals and other incidental expenses. This card may not be used for personal purposes.

### **Process for Getting a Travel Card**

All SC CPOC personnel who travel on temporary duty (TDY) are required to apply for a travel card. Application instructions and forms are available in the Management Support Office (MSO). Complete the Individually Billed Card Account Setup and Application Form (for new accounts) or the DoD Cardholder Account Change Form to make changes or to transfer an existing account from an employee's last government duty station. Complete the appropriate form; date, sign and submit it to SC CPOC MSO. The Agency Program Coordinator (APC) or alternate will sign the form and fax it to Bank of America. Bank of America will mail the requested travel card to the employee's home address, normally within approximately two-four weeks. Notify the APC when the card is received so that it can be activated.

### **Monthly Travel Card Statements**

The APC or alternate reviews the account summary, which lists name, when and where charges were made, amounts of charges and the status of each account holder's payments. The APC or alternate will refer delinquent accounts to the appropriate supervisor.

### **Travel Card Payments**

The cardholder is expected to pay the entire account balance by the due date, as required by the General Services Administration. Failure to make timely payments may result in card cancellation and disciplinary action. Travelers whose Government Travel Card has been canceled will not be authorized a travel advance for subsequent temporary duty travel. The POC for these actions is Sue Bolding at 313-0118.

## **Travel Card Deactivation**

Travel cards issued over 12 months that have never been used were cancelled as of 1 Sep 01. A card will be reissued if/when the employee is determined to need a travel card.

Cards issued and used, but not used in the last 12 months, will be deactivated. These cardholders must notify the MSO for their card to be reactivated prior to government travel.

Cards issued and used but with less than \$1000 in charges in the last 12 months will be deactivated. These cardholders must notify the MSO for their card to be reactivated prior to government travel.

### **NOTE:**

SOP's referenced in this handbook can be viewed by going to the N drive; click on the "SC CPOC" Operating Guidance folder, then click on the "MSO" folder, then click on "CPOC Only." The SOPs are organized in numerical order as HTML documents. Click on MDSOP08.htm for that specific guidance policy.